

01/11

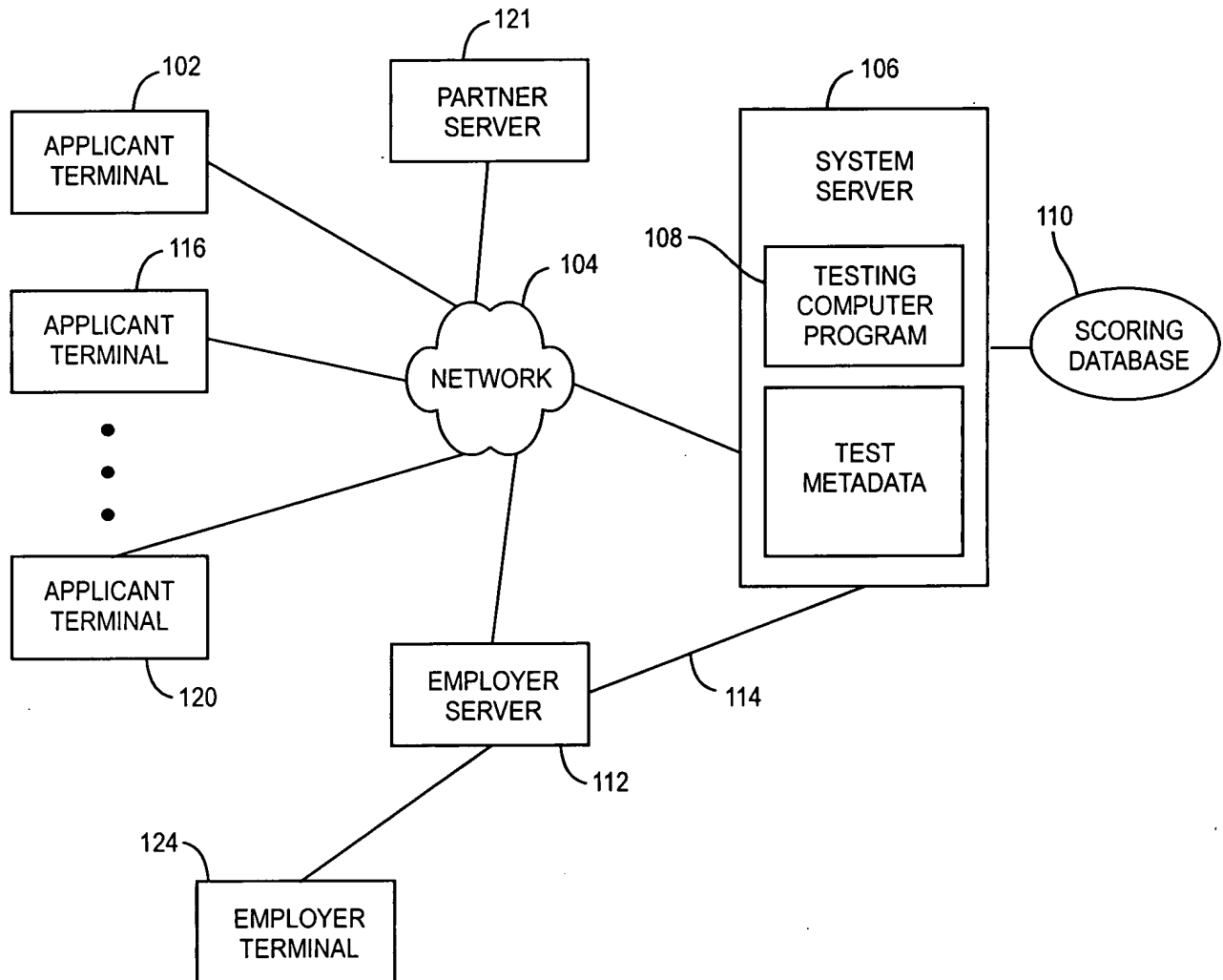


Fig. 1

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02/11

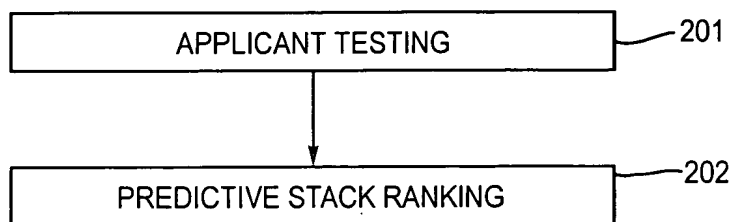


Fig. 2

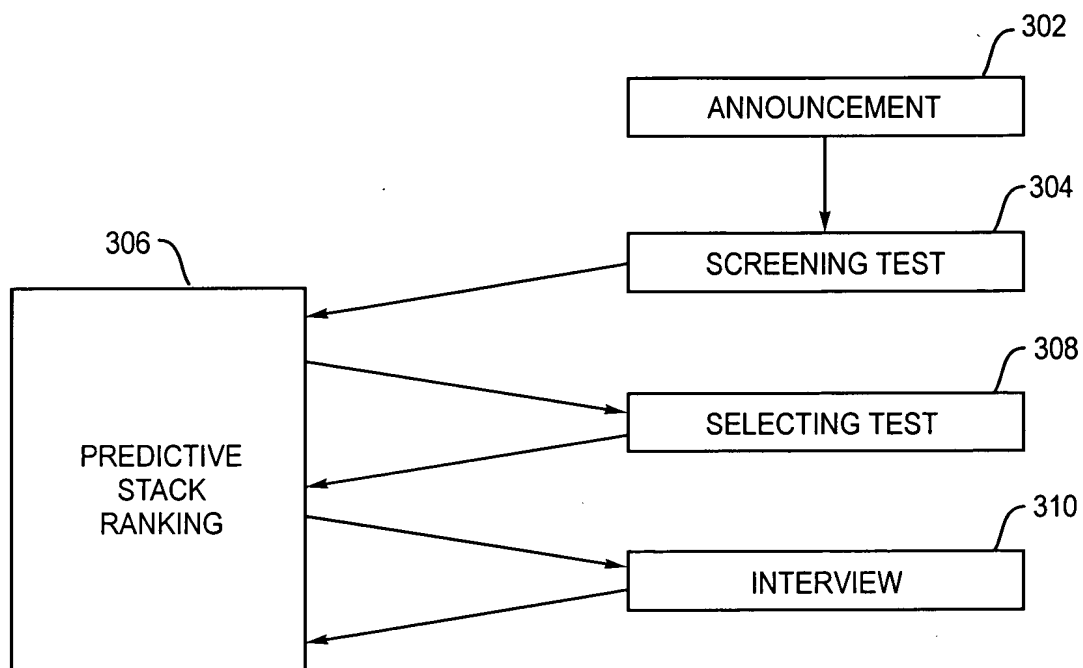


Fig. 3

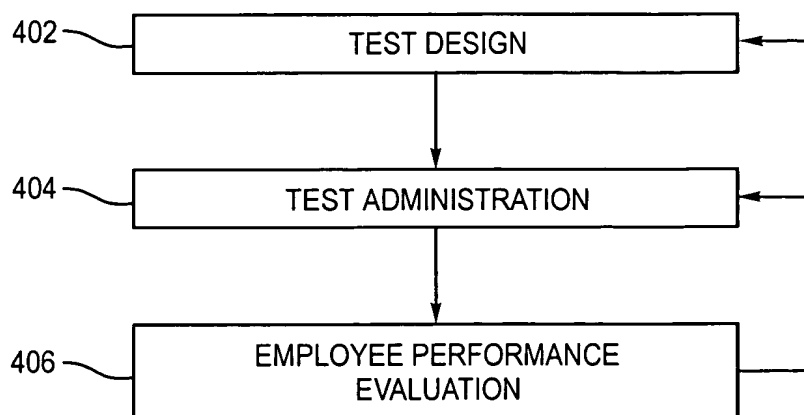


Fig. 4

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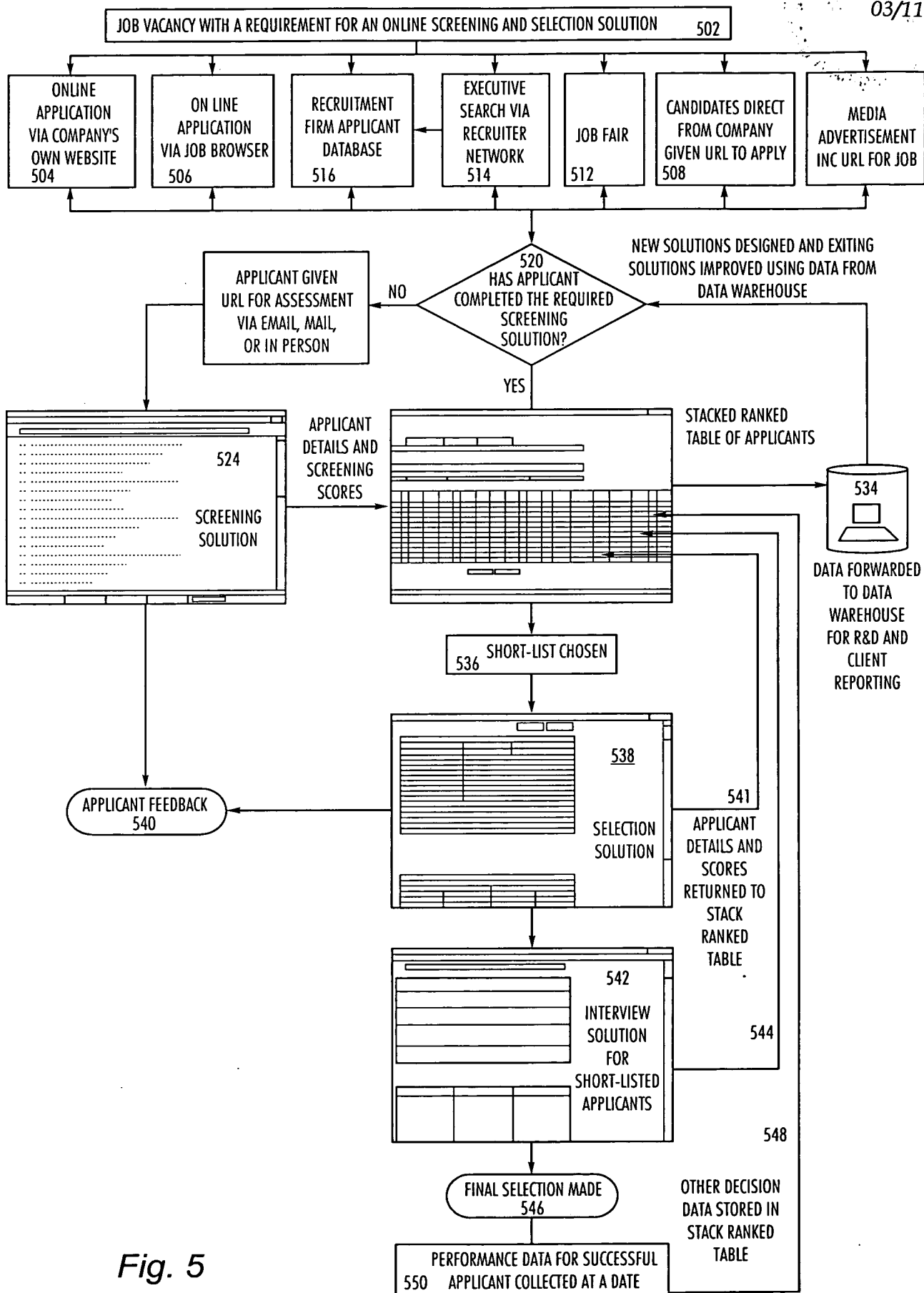


Fig. 5

04/11

600

Microsoft Internet Explorer - ePredix Solutions

File Edit View Favorites Tools Help

Address: C:\Documents and Settings\ngal.delton\My Documents\epredix\Demo June 5, 2001\general\part_2\cspl_s_page1.html

1. What is the highest grade you FINISHED in school?

- a. ☐ 11th grade or lower
- b. ☐ 12th grade
- c. ☐ 1 year of college
- d. ☐ 2 or 3 years of college
- e. ☐ College graduate or higher

2. What were your grades like during your last two years in school?

- a. ☐ Mostly A's
- b. ☐ Mostly A's and B's
- c. ☐ Mostly B's and C's
- d. ☐ Mostly C's and D's
- e. ☐ Mostly D's and below

3. On a job, which would you generally prefer?

- a. ☐ I work best when my instructions are clear
- b. ☐ I work best when there are no interruptions
- c. ☐ I work best when I'm in the mood

4. Which kind of employee do you believe is poorest - one who:

- a. ☐ Refuses to work a fair share of overtime
- b. ☐ Skips work and doesn't call in
- c. ☐ Is a few minutes late almost every day
- d. ☐ Takes home some small company property
- e. ☐ Works much slower than others on the job

5. When you think about what you are going to do in the near future, you:

Done

Start

My Computer

Stack rank 0 June 10, 2001


Solutions by ePredix

11:48 AM

Fig. 6

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05/11



VIEW your solutions
CREATE a new solution
BUILD Interview Guides

Job Solutions List: Customer Service Associate

Applicant Results
Job Title: Customer Service Associate

Date Posted: 5/25/00
702

704
Screening Solution

706
Selection Solution

708
Phone Interview

710
All Results

Rank	View App.	Last Name	First Name	Date	App. and Work-Related Experience	Customer Service Orientation	Self-Confidence	Recommend	eScore	Customer Focus	Conscientiousness	Problem Solving	Recommend	Detailed Report	Phone Interview	
1		Jones	Katrina	05/26/00	OK	7	9	8	✓	7	8	7	✓			707
2		Smith	Peter	05/27/00	OK	7	8	7	✓	7	8	7	✓			740
2		Pace	Mary	05/26/00	OK	7	8	7	✓	7	8	8	✓			738
4		Mitchell	Helen	05/25/00	OK	8	8	7	✓	8	7	6	✓			736
5		Benson	Peter	05/24/00	OK	6	7	8	✓	8	7	6	✓			705
6		Simpson	James	05/26/00	OK	5	7	6	✓	5	6	5	✓			734
7		Russell	Jenny	05/26/00	OK	5	6	5	✓	5	5	5	✓			732
8		Patosky	Daniel	05/26/00	OK	5	5	5	✓	5	5	4	✓			750
9		Cedar	Jack	05/24/00	OK	4	5	4	✓	5	4	4	✓			708
9		Miller	Richard	05/26/00	OK	4	5	4	✓	5	4	4	✓			728
11		Peterson	Alex	05/24/00	Not OK	4	4	4	✓	4	4	4	✓			726
12		Wall	Arthur	05/26/00	Not OK	3	4	3	✓	4	3	3	✓			724

702
Screening Solution

704
Selection Solution

706
Phone Interview

708
All Results

[< previous](#) [continue >](#)

Fig. 7

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COMPUTER IMPLEMENTED SYSTEM FOR
HUMAN RESOURCES MANAGEMENT
Inv. Katrina Dewar et al
S.N. 09/878,245

06/11

800

Time Remaining: 14:37

Customer Contact

Name: Mary Q Public	Today's Date	Account Number: 1225637
Address: 18 E. Pine Avenue	5/8/2001	Telephone: 1-310-845-7878
Date	Memo	
01/20/2000 Jan	CO, AB, 82	
02/03/2000 Mar	LT, AR, 23	
03/17/2000 Mar	CO, LY, PD, 93	
01/05/2000 May	CO, AB, LY, 76, 93	
05/22/2000 May	LT, AR, 45	
06/18/2000 June	CO, PD, 82	
07/21/2000 July	CO, AB, CA	
Memo Codes		
LY : late payment dispute	AR : account past due courtesy call	
AB : account balance inquiry	23 : unanswered telephone call	
LT : send late payment notice	45 : telephone	
CA : account closing	76 : customer change of address	
CO : customer will make payment in 5 days	82 : sales call	
PD : customer will make payment in 5 days	93 : customer requested supervisor	

1. What is the total number of requests for account balance?

a. C 0
b. C 1
c. C 2
d. C 3
e. C 4

RETAIL CUSTOMER PROMOTIONS INQUIRY

Retailer Discount	Retailer Cash-back Bonus	Today's Date
Starting Date: 06/01/2000	Starting Date: 06/01/2000	5/8/2001
Terms for Retailer Discount		
Length of Program	60 days	Length of program
Minimum required purchase	200.00	Minimum required purchase
Retail discount rate	.05%	Retail cash-back rate
		.025%

Fig. 8

07/11

Interview Guide:

Customer Service Solutions: Call Center Positions - Revenue Focus

Below Average	1	2	3	4	5	6	7	8	9	10	Above Average
(Circle One)											
<p>1. Sometimes in our relationships with clients, we aren't able to give them everything they ask for. Tell me about a time you had to negotiate a give-and-take relationship with a customer.</p> <p>Situation: What was the situation? What did the client want that you could not provide?</p> <p>Behavior: How did the two of you reach an equitable compromise? How did the situation turn out (did you both get what you wanted?)</p> <p>Outcome: What was the outcome?</p>											

Customer Service Solutions: Call Center Positions - Motivation

Below Average	1	2	3	4	5	6	7	8	9	10	Above Average
<p>Avoids learning opportunities; prefers to stay within the parameters of current position; rebuffs against suggestions by a supervisor to take part in learning opportunities.</p> <p>Consistently fails to meet even the most basic quality standards in work; does nothing to achieve or maintain high quality standards.</p> <p>Stops working when confronted with obstacles; is unconcerned with teaching others.</p>											
<p>Puts in the effort necessary to meet most goals.</p> <p>Performs beyond normal scope when asked.</p> <p>Quality of work meets expectations.</p>											
<p>Regularly seeks out opportunities to learn new things; actively pursues learning and self-development opportunities.</p> <p>Maintains momentum and sustains effort on projects, even when they require long hours of work.</p> <p>Consistently goes above and beyond what is expected to ensure the high quality of work; continually identifies and implements ways to improve the quality of work.</p> <p>Continues to work on a task and tries alternative approaches when confronted with obstacles.</p>											

Fig. 9

08/11

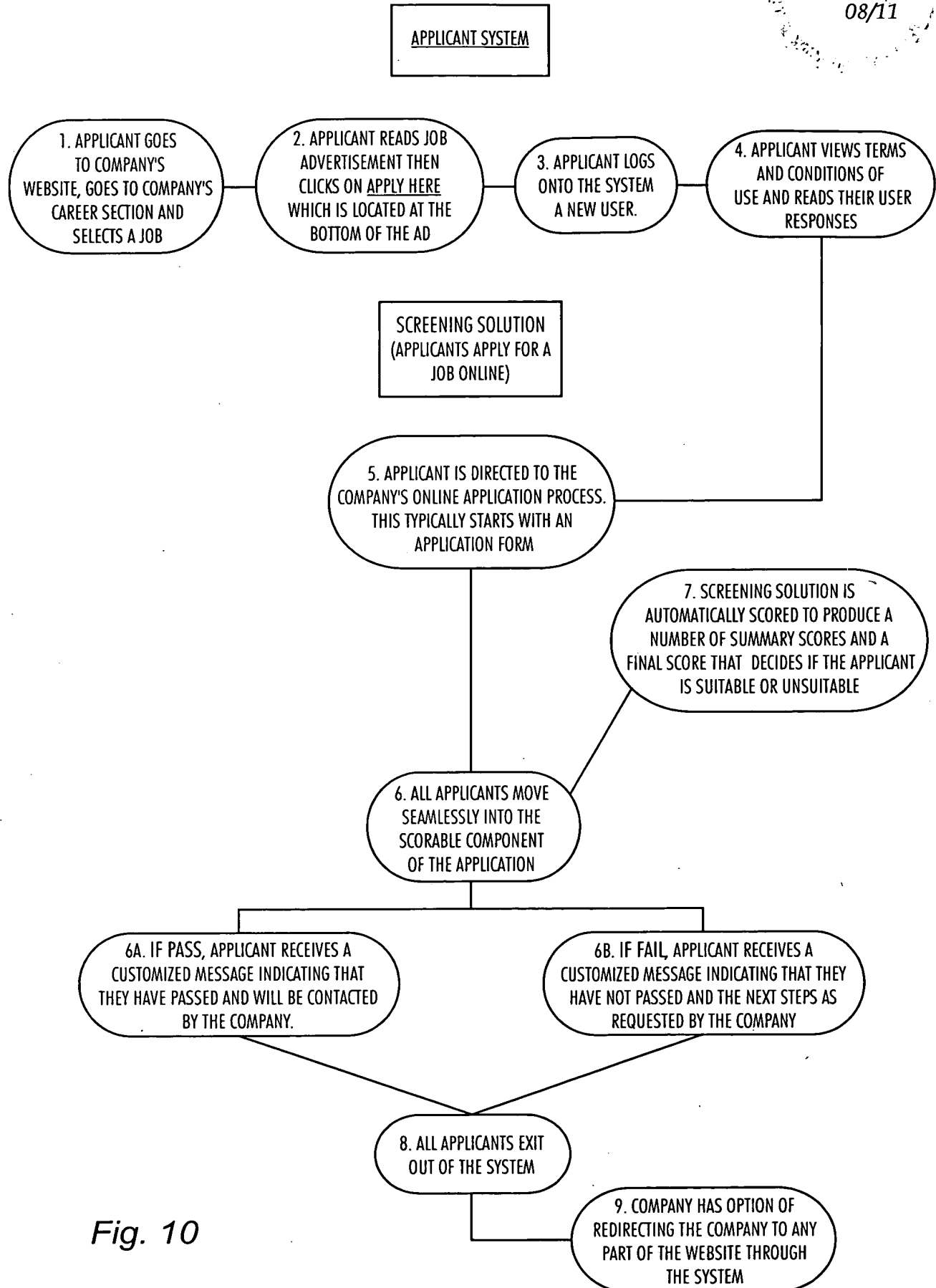


Fig. 10

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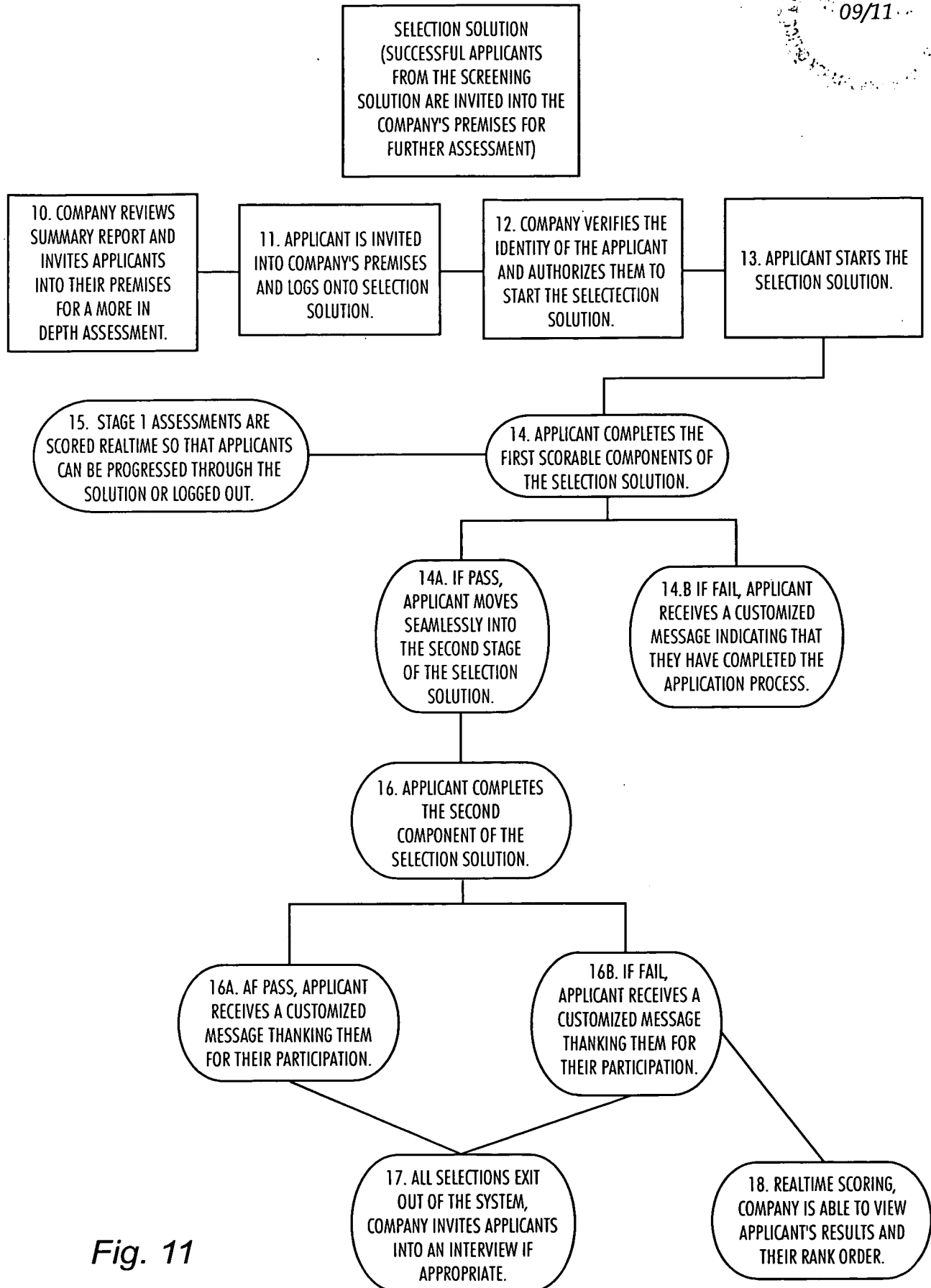


Fig. 11

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10/11

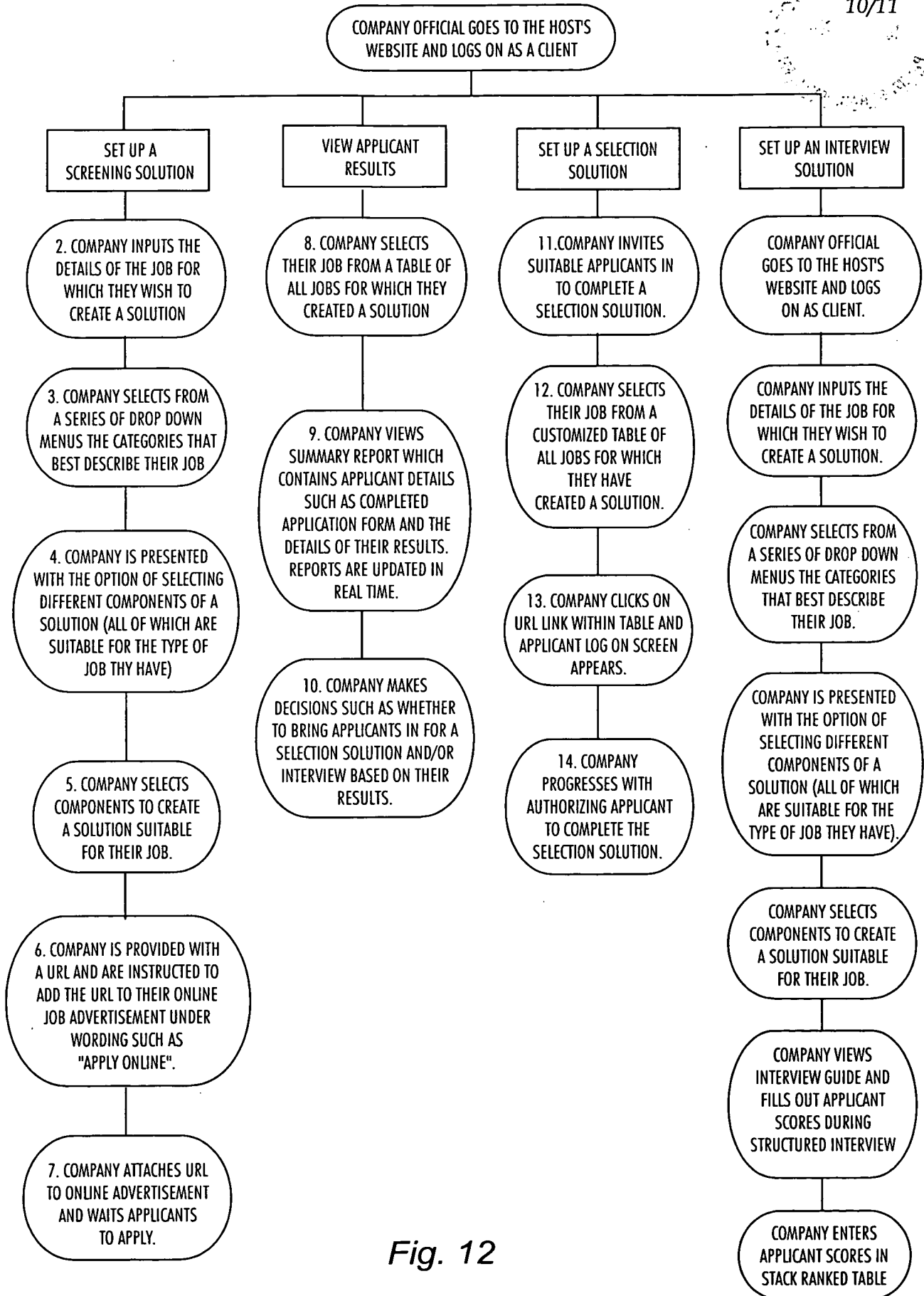


Fig. 12

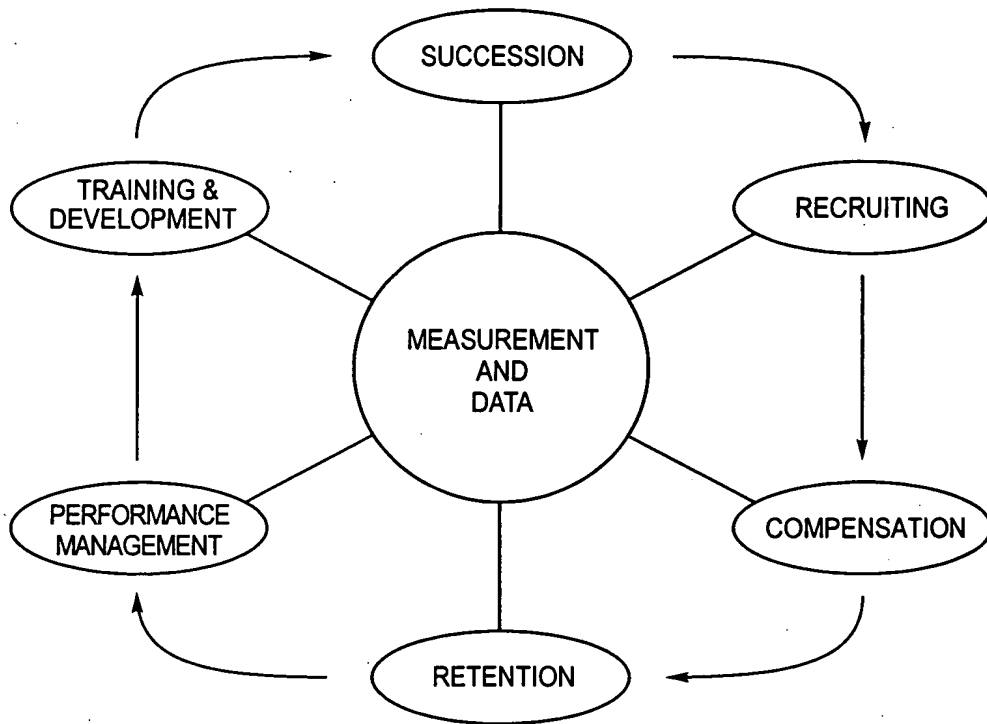


Fig. 13

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